



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

Date Complaint Received:	10/15/13
Complaint Received By:	Amy Johnson Central office
Provider Name and Location:	Imelda Collins 2533 Brookland Dr NE CR 52402

Complaint: Child would come from child care with a bad diaper rash. Cream would be applied and it would clear up for the weekend until back at child care for the week. Parent would pack 5 diapers and only 1 would be used all day as child always sent home with 4 clean diapers still in the bag. Provider stated going to charge the parent for transportation charges of other children to preschool. Parent is on CCA. No additional charges can be sought.

Rule Basis: 110.5(9)c- gives consistent and dependable care and Child care assistance provider agreement Billing and Payment rules. Item, number 6. I cannot request or accept additional payment from families, except for the client fees mentioned above. While in home saw she had a child under age three and was not using a gate. 110.5(1)g- Safety barriers are at stairs and doors as needed.

Findings: Imelda said she would not use the parents diaper because she did not like the brand and had extra from her grandchild who had grown out of hers. She also had extra baby food and formula from her great grandchild so she used that up because the mother was struggling financially. Imelda would use hers until the last one for the day and then she would change her into the diapers brought by the parent. She would use her own diapers and let the parent know that she was using her own diapers. One time the parent changed to a different brand of diapers and the child had a diaper rash and she was bleeding and sore. The parent needed a ride to and from work and the kids to preschool. She was asked by the parent if she could help and she agreed to help get the kids to and from her home and preschool. It was hot and summer. The parent did not have a vehicle and she was assisting her. Imelda did not realize she could not charge her in addition to the day care. the parent had offered to pay her so she agreed to transport her and the children..

While in the home discussed the need to use safety barriers at all doors and stairways. she did not have one at the stairway going to the basement. She said the child is able to manage steps and she normally has them up but took down because of the amount of time she was up and down them. Told her because of child's age and still limited mobility she needed them up at all times child was in the home.

Resolution: Agreed to not change any additional as did not realize she could not charge for the additional services. Agreed to use the gate when children under age 3 are in the home.
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If you have any questions regarding this matter feel free to contact me at 319 892-6826 or email address lwesbro@dhs.state.ia.us.

Sincerely,

Lisa Wesbrook
Social Worker